

**EXHIBIT 2****Project Progress Report****Commute Trip Reduction (CTR) Quarterly Project Report**

<b>Reporting quarter:</b>	Q8 Apr 1 – June 30, 2019	<b>Date:</b>	August 15, 2019
<b>Organization:</b>	City of Seattle	<b>Agreement number:</b>	GBC2526
<b>Biennial targets</b>	<ul style="list-style-type: none"><li>• Achieve a further reduction in citywide drive alone rate (DAR) for CTR-affected employers, with a target of 31.84% (a DAR rate decrease of approximately 7% / 19,000 annual Drive Alone Trips, as calculated to align with the strategic planning goal of 25% DAR by 2035). Progress towards this DAR target will be measured by the 2019/2020 CTR survey results.</li><li>• In Center City, achieve a neighborhood target for all commute trips (CTR affected and unaffected) to be specified upon the completion of the 2019-2021 Strategic Plan. These targets will comprise a calibrated continuation of the those established in the 4-year Alternate Plan. Performance will be measured via the Center City Mode share survey to be conducted in Fall 2019.</li></ul>		
<b>Key deliverables:</b>	See details below. This report is organized by strategy and the elements within those as specified in the Administrative Work Plan.		
<b>Completed activities, Q8 April-June 2019</b>			
<b>Strategy 1: Oversee CTR Alternate Plan Administration, Implementation, and Enhancements</b> <p>SDOT is the administrator of the CTR program for the City and the lead implementer of key program strategies outlined in the 2017-2019 2 Year Update. The City’s goal is to continue providing employer services to help worksites to meet the basic requirements of the CTR program while creating opportunities to expand worksite participation by affected companies and guide successful outcomes. The City recognizes the importance of a unified approach to working with both CTR-affected and non-affected employers. To help accomplish this, we have contracted with Commute Seattle to provide core CTR affected employer services citywide., including the administration of surveys and program reporting requirements.</p>			
<b>1. Administration</b> <ul style="list-style-type: none"><li>a. <i>Establish roles and responsibilities for sub-contracted partners to ensure consistent plan implementation and service delivery</i><p>Complete; contract established and ongoing with Commute Seattle through July 2019. We hold weekly check in meetings with them to confirm timely progress on deliverables.</p></li><li>b. <i>Contribute to the development of the statewide program as subject matter experts. Coordinate CTR activities with other agencies, jurisdictions, TDM work</i></li></ul> <p>This quarter, we attended meetings related to the CTR program as follows:</p> <ul style="list-style-type: none"><li>• WSDOT TDM Technical Committee via remote participation (4/26)</li></ul>			

- Coordination meetings with partners on TDM and communications related to the Alaskan Way Viaduct / Waterfront Tunnel work, transit service changes, and roadway construction impacts
- Related meetings on employer telework promotion, support and outreach with Commute Seattle and King County Metro as part of the suite of TDM services promoted during the Seattle Squeeze
- Our intern continued work this quarter to assist with many contract deliverables with a focus on TMP task support and data analysis.
- Planning and preparation to present on TDM and CTR at the 2019 Association for Commuter Transportation (ACT) National conference in August.
- Monthly TDM strategy meetings with partners at King County Metro including quarterly vanpool program coordination
- WSDOT and Commute Seattle held a CTR survey training for staff on June 25<sup>th</sup> to ensure the most efficient use of the tool and its features.

*c. Complete 2019-2023 strategic plan*

Our 2019-2013 CTR Strategic Plan was completed this quarter, with final legislation prepared for presentation to and adoption by City Council. Work included:

- Continued in-house editing of final 4-year strategic plan
- Status updates to employers and stakeholders; responses to inquiries from employers and other interested parties
- Prepared code updates and other documentation to prepare for council approval, which was slated for June 2019 but then postponed to July 2019.

## **2. Implementation**

*a. Notification of new worksites and related tasks*

Complete. Most new sites were onboarded over Summer 2018, identified through pre-surveys of tenants in buildings with TMPs gathered in the previous quarter. This quarter four additional CTR sites onboarded after focused outreach in the previous quarter. Note that we do not have any official state information identifying employers to onboard and so these are identified via research by SDOT and Commute Seattle.

### ***New Sites Onboarded Q2 2019***

<b>CTR State Code</b>	<b>Company Name</b>	<b>Employees</b>	<b>Network</b>
E83034	Committee for Children	150	Belletown & Denny Triangle
E82302	IHME UW	418	Belletown & Denny Triangle
E82301	Pitchbook	370	Commercial Core
E82300	Seattle Children's Research Institute	109	South Lake Union & Uptown

***New Site Summary as of Q2 2019***

<b>Location</b>	<b>Quarter Onboards</b>	<b>SDOT Biennial Target</b>	<b>Biennial Total Onboards</b>
Center City	3	15	24
Outside Center City	1	5	4
<b>Total</b>	<b>4</b>	<b>20</b>	<b>24</b>

Starting in June, new sites onboarded in Spring 2019 began scheduling their baseline survey during the standard fall survey window in Fall 2019.

*b. Support requests for status review or offboarding*  
Complete. None this quarter.

*c. Conduct biennial CTR survey and survey result analysis*

Complete. Surveying for the 2017/18 Biennial CTR commute survey was primarily completed in fall 2017, but 27 sites, primarily new sites, were surveyed over the course of the spring. The table below provides an updated summary of participation.

***Commute Survey Summary***

<b>Task</b>	<b>Total Sites</b>	<b>Percentage of Sites (rounded)</b>
2017/18 surveys completed and approved	253	97%
New Sites (will survey in fall 2019)	6	2%
Completed but failed due to response rate	4	1%
<b>TOTAL</b>	<b>263</b>	<b>100%</b>

*d. Review of Employer Programs and Biennium Reports*

Complete. A summary is included below, updated since last quarter.

***Program Report Summary***

<b>Task</b>	<b>Total Sites</b>	<b>% of Sites</b>
Program Report Not Submitted	13	7%
Program Report Completed	239	93%
<b>Total</b>	<b>257</b>	<b>100%</b>

Sites missing program reports are as follows:

- Avanade, Inc.; E88906
- Blackrock; E89243
- Community Health Plan of WA; E81523
- Downtown Emergency Services Center; E80729

- Isilon Systems; E80137
- Northwest Justice Project; E80611
- Onvia; E88237
- Outdoor Research Inc; E85126
- Sea Mar Community Health Centers; E89565
- Seattle Goodwill; E83618
- USI Kibble & Prentice; E80423
- Willis Towers Watson; E80736
- YMCA Downtown; E80425

The most common reason for not submitting program reports was turnover in the ETC position, and communication gaps associated with ETC departures.

*a. Enforce Compliance*

Not yet complete. SDOT will be following up with sites who failed surveys or were nonresponsive to program reporting where appropriate regarding noncompliance.

*b. Respond to requests for information from the public and others*

SDOT's variety of requests for information pertaining to the CTR program this quarter:

- Continued extensive use of CTR data in discussing downtown mobility strategies for the period of maximum constraint; mayoral memos, discussions with employers and requests from the media.
- Continued cross department collaboration on strategies and communications for large employers during the period of maximum constraint
- Use of our weekly ETC communications to notify employers about upcoming traffic and transit impacts due to Viaduct related closures as well as new opportunities for getting around such as increased water taxi service, first/last mile options, etc.
- Requests for information from Drive Clean Seattle, a visiting group of real estate and economic behaviorists from Japan, Central Atlanta Progress, and the Transit Riders Union.

### **3. Enhancements**

*a. Continue to eliminate duplication and redundancy related to compliance and monitoring requirements of the CTR and building-based Transportation Management Programs (TMPs).*

- **Notification of TMPs; Review status and maintenance of files**

Complete: SDOT has completed the initial work with Commute Seattle to bring TMPs into the same surveying schedule and general reporting process as CTR sites. Work over the past 2 quarters has defined a strategy for excluding / exempting certain TMPs from surveying and/or reporting requirements depending on factors such as being occupied by a CTR employer. These refinements will help to reduce the administrative burden of the program. 77 sites are identified for surveying this season (in contrast to nearly 200 TMPs citywide).

- **Conduct Biennial TMP Surveying and survey result analysis**

Complete: The full details of the surveys were included in previous reports.

- **TMP Survey Recap 2017/ 2018**

Closing the 2017/ 2018 Biennium 98% of TMPs fulfilled survey requirements. Three sites were unresponsive:

- 1938 Fairview Ave E; We recently reestablished a relationship with 1928 Fairview property management team and they are fully prepared to survey for the next biennium
- 1100 Roosevelt Way NE
- 301 NE 100th St

Note that survey requirements do not apply to 11 sites which are under construction or vacant, and 17 buildings that do not have a survey requirement. Sites are also not surveyed if they are vacant.

- **Review of Employer Programs and Biennial Reports**

All TMP buildings were asked to complete a program report by 10/1/18. There has been no change in the totals reported this quarter.

***Building Program Report Summary***

Task	Number of Sites	Percentage of Sites (100% Goal)
Program Report Not Submitted	30	16.3%
Program Report Partial	10	5.4%
Program Report Completed	144	78.3%
<b>Total</b>	<b>*184</b>	<b>100%</b>

\*15 sites were deemed not applicable, due to construction, vacancy or residential use.

**Building Transportation Coordinator (BTC) Consultations**

In order to make the connection between a building's transportation program and their achievement of SOV goals, we encourage ongoing interaction and consultation with BTCs from our contracted specialists at Commute Seattle. The number of consultations held steady this quarter. It has been a challenge to engage BTCs beyond regulatory questions and to build a consultative service relationship with them more similar to what Commute Seattle has with CTR clients. SDOT will work with Commute Seattle in the next 2 years to clarify Commute Seattle's role in engaging with property managers, especially as the City evaluates the overall TMP outreach, monitoring, and regulatory process.

***BTC / TMP Consultation Summary***

Quarterly Consultations	Total Biennial Consultations	Unique Buildings
6	40	31

**BTC / TMP Communications**

As the TMP program undergoes changes in the coming 2019 / 2020 biennium, it will be an opportunity to evaluate the needs of BTCs and engage with them on a more meaningful level. Until programmatic elements are clarified, communications and engagement will continue to

be relatively flat. This quarter, TMP newsletter #6 was sent and saw very similar open/click rates to the previous issues.

***BTC/ TMP Events Q2 2019***

Date	Event	Attendance
May 22, 2019	Meet JUMP   2nd & Seneca	12
June 26, 2019	Century Square Commute Concierge	45

*b. Work to improve data collection, storage, and analysis*

At a minimum, data updates are shared quarterly between SDOT and Commute Seattle's integrated project management and CRM software, which also provides on-demand reports, shows relationships between tenants and buildings, and displays calendar of workflow. Electronic legal files are also updated quarterly.

We launched our online interface developed with volunteers from Tableau allowing a user-friendly means of accessing and displaying CTR survey and program data at <https://commuteseattle.com/tableau/>. CTR sites can use this to compare performance against their peers and understand what program elements to pursue. Since last quarter a public facing landing page was created to demonstrate how the platform functions and display aggregated data. Commute Seattle presented this platform at the PSRC TDM Advisory Committee meeting this quarter and many other jurisdictions and agencies expressed interest in using this kind of tool for better CTR data display and analysis.

SDOT Transportation Options Program's summer intern has been assisting with ongoing website and data improvements. Updated city program webpages now include information regarding our CTR Strategic Plan.

*c. Bolster reporting efforts*

For CTR sites, we plan to create a biennial report using the updated data provided at the close of the 2017-2018 commuter survey and the program reports when finalized, and tracking the benchmarks established in our 2019-2023 Strategic Plan to establish a baseline and a dashboard by which those will be tracked at a minimum cycle to cycle.

Our intern has completed and updated our TMP "dashboard" and summary report based on a previous report completed in 2016. This document is available upon request. Next steps include confirmation of how the dashboard could be used for web and other materials that make the information accessible and useful for peers and program participants.

*d. Update the strategic communication and outreach plan to increase the visibility of the CTR program for the next two years*

Our communications and outreach strategies for the next biennium is included within our CTR Strategic Plan, reported above and to be finalized with council adoption in July 2019.

**Strategy 2: Provide innovative and responsive support services to major employers citywide while working to expand the program beyond typical CTR populations**

SDOT continues to provide CTR services that both advance our program goals while also serving as a resource and amenity to the business community. These strategies build off those used in the 2013-2017 4-Year Pilot to move beyond a regulatory framework into a business to business, consultative approach.

## Employer Services

- *Identify commonalities and available mobility infrastructure within each network area to encourage the use of viable transportation options to driving alone*
- *Deliver targeted employer assistance and outreach based on performance and program data*
- *Identify and work with employers that are experiencing periods of transition and are most likely to enhance transportation programs*
- *Assist employers with leveraging transportation programming to accomplish business goals beyond trip reduction: Increase employer use of pretax and employer provided transit subsidy programs*

## Consultations

The employer consultations for this quarter are summarized below.

### ETC Consultation Summary

Type	Quarterly Consultations	2017-2019 Total Consultations
Regular	28	134
Supercharged	3	29
<b>Total</b>	31 (24 Unique)	226 (151 Unique)

We refined a “supercharged sites” list in Q2 2018, comprised of 44 sites performing below their network goal and moving in the wrong direction based on 2017 vs. 2015 survey results.

### Employer Relocations:

We track employers who are planning to relocate over the next year and prioritize them for consultations. There have been no updates on relocations this quarter. Outreach was completed for all businesses being tracked relocation over the past several quarters, and included extensive consultations; efforts at those sites are complete and they are now removed from this tracking list.

### Relocation / Expansion Tracking

Projected Date	Company Name	Employees	Current Location	New Location	Status
2019-2020	Expedia	3,000	Bellevue	1201 Amgen Ct W	Ongoing assistance
2019	Google	1800	651 N. 34th St	625 BOREN AVE N	Extensive consultations. Expanding, not relocating.
2019	Facebook	TBD	1101 Dexter Ave N.	300 8th Ave. N.	Expanding, not relocating.

## Programming

- *Increase program implementation capacity through the development of an employer educational series*
- *Promote and provide professional development opportunities for local program implementers beyond educational opportunities provided by SDOT*
- *Continue to develop our employer recognition program, CTR Champions, that clearly communicates the value of an employer-based transportation program and provides guidance on how to implement best practices*

We held the 5<sup>th</sup> Annual CTR Champions awards on June 6<sup>th</sup>. The event was held later in the calendar year to allow more time for data collection and analysis and space events around bike month. The event was received very positively. 175 employer representatives and program partners attended and enjoyed networking, comments from SDOT Director Sam Zimbabwe, an employer panel, as well as the awards themselves. The response was so positive that we are planning a follow-up event for peer to peer learning with the Champions and panel participants at our annual Transportation Transformations event in late summer. Media coverage of the awardees has helped to elevate the public's awareness of the CTR program – features have included a UW news article on their Platinum award and the Puget Sound Business Journal's article on Tableau's outstanding ETC.

### Q2 Events and Trainings

Date	Activity/ Topic	Attendance
April 10, 2019	Staffed Swedish Cherry Hill Transportation Fair	150
April 17, 2019	Google Fremont Seminar*	25
April 22, 2019	Vulcan Earth Day Commute Fair	50
April 24, 2019	Gates Foundation Commute Fair	15
May 8, 2019	Bike 101   Garvey Schubert Barer	11
May 17, 2019	Support for employer Bike to Work Day celebration stations	n/a
May 17, 2019	Bike 101  KPFF Engineers*	34
May 29, 2019	Google Fremont Vanpool Office Hours*	15
May 31, 2019	Bike Month Celebration / bike to work day	32
June 6, 2019	CTR Champions Celebration	175
June 12, 2019	Google Fremont Commute Office Hours*	100
<b>Quarter Total: 10 events</b>		<b>607</b>
<b>Biennium Total: 54 events</b>		<b>6993</b>

\*added fee for service event by Commute Seattle



More information is available on public events on the public calendar hosted by Commute Seattle, <https://commuteseattle.com/calendar/>.

The CTR staff at Commute Seattle also continued to coordinate on outreach and consultation needs with SDOT's Downtown Mobility staff to offer employer assistance during the ongoing Seattle Squeeze / Period of Maximum Constraint. This was less busy than the previous quarter, when the Viaduct closure occurred, but still kept up a steady flow of information regarding the "new normal" for traveling and commuting to and from downtown Seattle.

- *Continue to coordinate with focused efforts in SLU and U-District*

The videos featuring smaller businesses in SLU and how they adapt to and leverage change in the neighborhood, particularly transportation investments, were highlighted at our Champions event and pushed out via social media. They are available on the project website, <https://letsqoslu.com/>

## **Outreach**

- *Prepare and send regular communications to employers*
- *Collaboratively market regional and local promotional campaigns*
- *Assist large employers with communicating their programs to their employees*

### **Regular Communications**

Commute Seattle sends weekly communications via an e-blast on behalf of SDOT. All Employee Transportation Coordinators and 200+ building managers as well as secondary contacts who are signed up receive these communications. We also send one-off notifications in support of specific campaigns, events, special alerts, and emergencies.

During the ongoing Seattle Squeeze the open rate and reach of this weekly email is referenced as a gauge of outreach efficacy to employers and employees. We continued to see 30-40% open rates this quarter (by comparison they were at or near 40% throughout Q1, peaking on January 10th at 45% just before the closure of the viaduct). Given that the average open rates for comparable government messages is around 27%, we feel that this open rate demonstrates success.

### **Special Communications**

Following the WSDOT release of the official aggregate report, Commute Seattle introduced CTR clients to the CTR Tableau Dashboard. The introduction was accompanied by a short tutorial video. In addition to a personalized client portal, Commute Seattle also launched a public facing CTR Tableau heatmap embedded on their website: <https://commuteseattle.com/tableau/>

### **Marketing Existing Promotions**

We promoted the efforts of partner agencies this quarter, notably the Seattle Squeeze/ Seattle Traffic information on traffic impacts downtown. This included substantial messaging from Metro on transit impacts and service changes as well as information from WSDOT and SDOT on roadway construction. This quarter also saw promotions for Bike Month / Bike to Work Day with Cascade and other participants and Ride Transit Month / Transit For The Win with Transportation Choices Coalition and Challenge Seattle. Weekly newsletters featured a number of other items such as a video promoting proper bike parking from SDOT.

### **Other Program Communications**

Improvements to both the SDOT website and Commute Seattle website are ongoing.

**Strategy 3: Develop and implement new strategies aimed at advancing the progress, innovation, and expansion of the program**

- Look for opportunities to leverage emerging ridesharing trends, particularly in neighborhoods less served by transit*

SDOT CTR program staff continued to regularly meet with SDOT's New Mobility Group to understand updates in the ridesharing, TNC, and micromobility. We continue to address rising use of TNC with creative approaches to curbside regulation. We are also continuing work with employers to understand localized needs around the City's free-floating bike share system to maximize opportunities to encourage bicycle commuting. The ridesharing strategies implemented during and after the Viaduct Closure continue to be promoted as options to our employers, including Ride2 in West Seattle and Via to Transit in South Seattle.
- Evaluate opportunities to improve carpool/vanpool parking management and ensure the availability of carpool/vanpool parking location information for interested customers*

We continue to work with King County Metro Vanpool to understand trends in usage and opportunities for promotion with our employers. We continue to promote Vanpool as an option at all sites but in particular at Supercharged CTR sites since many of them are in areas less served by or further from transit.
- Work with commercial property managers on parking management / pricing strategies*

No updates on this work from this quarter. Our parking management workshop was held in January. We plan to repeat this event next year.
- Encourage transit use through transit products for residential and small employer markets*

We continue regular coordination with King County Metro regarding their ORCA business products program and employer and property manager outreach. Our CTR specialists at Commute Seattle coordinate regularly with their in-house ORCA team. Furthermore, outreach and technical support related to the City's Commuter Benefits Ordinance, underway via a separately funded workplan with Commute Seattle, continues to be helpful in starting conversations about ORCA with small employers. For the next quarter we are planning a training session with King County Metro to learn about updates to their program and products and discuss strategies for further promotion and learning opportunities.
- Provide information about walking, biking, and transit and how to travel safely in targeted networks*

This quarter, we planned, promoted, and participated in Bike Month (may) and Ride transit Month (June). May events included Bike 101s and bike demos, and a promotional Bike to Work Day campaign, where Commute Seattle supported employer-hosted celebration stations. See page 8. The new format encouraged additional employer participation by hosting the Bike to Work Day stations at their sites. We also saw a marked increase in the number of requests for Bike 101 sessions at employers this year. For Ride Transit Month, SDOT and Commute Seattle worked with Transportation Choices Coalition to promote the celebration and encourage riders to "pledge" to ride transit and win prizes (<https://www.seattletraffic.org/take-the-ridetransit-month-pledge-and-win-prizes-in-june/>)
- Invest in wayfinding and real-time traveler information*

We continue to advise travelers on best practices for finding information, particularly as it relates to transit trips in partnership with King County Metro. The coordinated work around the Seattle Squeeze has emphasized the availability of resources like the SDOT Travelers Map for employers.
- Provide individualized trip planning for workplaces and residential buildings, upon request*

Rather than deliver personalized trip planning directly through CTR funding, we have continued to work with King County Metro as part of our partnership within the One Center City Near-Term Action Plan, as one part of an integrated TDM strategy for Downtown Mobility. A separate but related scope of work with Commute Seattle for telework, flexwork,

and general employer support during the Seattle Squeeze has also provided trip planning assistance or guidance to specific resources for employers, with a focus on navigating downtown Seattle transportation changes.

- *Ensure new employees and new residents receive information on travel options upon starting a new job or moving to a new building*

An ongoing focus of our CTR strategy is on new employee onboarding, with trainings available on demand on Commute Seattle's website. Guidance and materials are available to employers to provide travel options information to new employees. The former NavSeattle residential commuter program is now under the purview of the Transportation Equity Program with a focus on new residents of income eligible groups.

- *Promote car-light living and participation in car and bike share programs*

We continue to coordinate with SDOT's New Mobility section work to promote bikeshare and carshare opportunities for TDM. These modes are promoted during the Seattle Squeeze as options for new or multimodal commutes and first/last miles connections.

- *Coordinate with ongoing initiatives in targeted network areas, South Seattle and Northgate*

This quarter we continued to promote first/last mile options connecting to transit. Staff also supported a new initiative to research and promote park and rides in these networks to increase transit trips downtown from those areas. This work will continue over the next several quarters in association with SDOT's Downtown Mobility staff, and will include information distributed to employers to increase the usage of underutilized park and rides and educate commuters on their options for permits and parking at all park and ride locations.

- *Coordinate with the Transportation Equity program to uncover coordination and leveraging opportunities with a wide audience*

The transportation equity program collaborates with community organizations to promote travel options, particularly the promotion of ORCA LIFT and low income carshare with employers and the promotion of travel options at events for low-income residents. We continue to coordinate our programmatic efforts to align with those of this group. In particular the overlapping work with Commute Seattle's ORCA sales allows us to spread the word about the ORCA LIFT option for populations who qualify.

#### **Planned activities for Next Quarter**

- Develop a 2 year report that includes benchmark status as we enter into the implementation phase of the 2019-2023 Strategic Plan
- Development of a draft Work Plan to provide the State for the next biennium, which will guide the program and be aligned with the city's adopted Strategic Plan
- Continue work to prioritize consultations and support worksites not meeting goals and slipping in performance ("Supercharged" sites, particularly those not yet consulted)
- Provide employers support for fall surveying – continue signups, communications, and education
  - The upcoming 2019 survey season will require the usual intense communication, administration, and customer relationship effort. Commute Seattle has begun to reach out to encourage companies to sign up for survey windows with the goal of implementing an earlier survey date and an earlier completion of all required surveys. In the past, surveys stretched into November and into the holiday season if they required rescheduling. Beginning with a window as early as September will hopefully address some of these issues and also contributed to more consistent responses and

data quality. At the writing of this report approximately 80% of companies had already signed up for a survey window.

- Work with WSDOT to create an additional survey question that will be key to understanding commute changes during the Seattle Squeeze
- Upcoming Q3 CTR & TMP Events:
  - August 15<sup>th</sup>: CTR Survey Training Webinar
  - September 10<sup>th</sup>: Lunch + Learn: Commuter Benefits Ordinance
  - September 19<sup>th</sup>: CTR Meetup: Transportation Transformations
  - September 16-27: CTR Survey, first scheduling window

## **Describe issues, risks or challenges and resolutions**

### **1. New 2019-2023 State Contract and concurrent services contract with Commute Seattle**

We understand that new state contracts have been delayed due to the internal review of WSDOT standard contract language. We have been able to proceed with contracting with Commute Seattle for the biennium using the state's Notice to Proceed but are concerned about any impacts of this delay on payment, workplan, and other administrative processes.

### **2. State CTR Data and Surveying Workplan; CTR Survey Tool Update Needs**

We previously provided a description of risks and challenges in the Q5 / fall 2018 prior quarterly report and await feedback from WSDOT based on those comments. We continue to receive negative feedback about the antiquated survey platform and survey instrument. We remain concerned that the antiquated tool greatly increases administrative burden for our staff as well as ETCs and has a negative impact on participation rates and the reputation of the program as a whole. Seattle's Tableau tool developed over the course of a few months using volunteer time represents how data analysis tools available today could very quickly transform the data collection and analysis and better use it to its fullest potential.

### **3. Funding and Admin Challenges**

In Fall 2018, we noted our concerns about WSDOT staff reports that local funding amounts for CTR implementation for the 2019-2021 biennium will remain unchanged. Given constrained dollars and growing program needs, we would value input on what strategies we should pursue to continue to consistently implement our program. This funding issue is discussed in our 2019-2023 Strategic Plan which is to be adopted by Council in July. A primary concern is the tradeoff between adding new employers to the program as employment growth continues in Seattle, versus continuing the same level of service to all employers and the use of the hours we can fund at Commute Seattle.

### **4. TMP/BTC Relationships**

Relationship building with BTCs will be crucial to keeping our TMP effort on track. It also enhances the CTR program by connecting tenants and property managers at worksite locations. We continue to build those relationships and develop strategies to deal with frequent property manager (BTC) turnover at specific locations.

### **5. Program Management and Client Load**

We now actively manage and serve almost 275 CTR clients, and another 185 TMP clients. Management of so many clients is an ongoing challenge from both the data / info management and the client relationship perspective. Commute Seattle continues to research the means to streamline some of the administration and client management tasks. With a 501c3 status, CS will

be able to test a free version of Salesforce available for non-profits. Filing is complete and status is pending.

#### **6. Multi-Building CTR Companies**

We are continuing to determine the best way to survey under unique circumstances. The survey tool and the HR systems at companies are not well equipped to manage some of our more complex survey situations. This includes surveying populations in different buildings occupied by the same employer. As a new survey season begins we will continue to clarify the procedures that companies should use vis a vis the WSDOT survey tool under these special circumstances.

#### **Estimated expenditures of state funds for this quarter**

- City of Seattle: \$75,930.09
- Commute Seattle: \$65,184.50
- Total: \$141,114.59